



# PALLAVI DEWAN

**Corporate Sales Specialist - B2B Project Sales Management | Vendor Management | E-Commerce Strategy | Customer Experience | Marketing & Content Writing**

## EMAIL

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## MOBILE

+971 543331472 (Dubai)

+91 7602873221 (India)

## LINKEDIN

linkedin.com/in/padawan

## WORDPRESS

www.pallayschapter.wordpress.com

## TECHNICAL SKILLS

### Microsoft Office

Word, Excel, Power Point

Photoshop

### (CRM) SAP

Microsoft Dynamic 365

Data Mgmt. System

Smart System

Data Analysis Tools

COGNOS

Magento

## CORE COMPETENCIES

1. Problem Solving
2. Data Analysis
3. Interpersonal Skills
4. Creativity

## PROFESSIONAL SUMMARY

Dynamic professional with over 10 years of experience in Corporate B2B and projects, sales support, eCommerce sales, and customer service within the UAE. Proven expertise across diverse industries, like consumer electronics, home appliances & FMCG.

My interest is to work in a team to support the company's business strategy and long-term goals.

## EXPERIENCE

### JACKY'S BUSINESS SOLUTIONS LLC, Dubai, UAE

[www.jackys.com](http://www.jackys.com)

**Corporate B2B Sales Coordinator (Jan 18, 2023 – Oct 25, 2024)**

#### 1. Support sales team with day-to-day tasks

- Database Management: Maintain up-to-date and organize client records.
- Sales Receivables Account: Manage invoices, LPO, payments tracking & monitoring. Facilitate LC (letter of credit) issuance, BG, & weekly reporting to management
- Query Management: Manage all incoming sales queries ensuring prompt response.
- Product Introduction: Promote products to clients.
- Proposal Mgmt.: Manage AMC proposals, SLA (Service Level Agreement), NDA (Non-Disclosure Agreement) & contract renewals ensuring accurate records keeping
- Sales Reporting: Prepare and submit monthly sales lead reports to the Mgmt.

#### 2. Project and Vendor Management

- Project Coordination: Ensure smooth project execution.
- Supplier Registration: Ensure all supplier registrations & legal documents are correctly updated.
- Tender/RFP/RFQ: Manage full lifecycle of tenders/RFP/RFQ, liaising with both internal and external stakeholders ensuring timely managed.
- Bid Submission (Commercial & Technical): Managed end-to-end bid lifecycle.

#### 3. Marketing Role

- Content: Writing for Samsung brand devices on Jacky's Business Solution website.
- Newsletter: Collaborate with sales team members for monthly newsletter write-ups
- Customer Feedback: Addressed complaints, conducted surveys, reported insights to management.

### EROS GROUP, Dubai, UAE

[www.erosgroup.ae](http://www.erosgroup.ae)

**Customer Care Representative (Sept 29, 2014 - Aug 15, 2022)**

key responsibilities:

#### 1. Handling Complaints, Inquiries, and Customer Satisfaction Surveys

#### 2. Root Cause Analysis and Coordination

- Identify the root causes of issues and conduct further investigations.
- Coordinate with departments and heads of departments (HODs) to resolve issues effectively.

#### 3. Call Center Quality Monitoring

- Monitor call center calls for quality assurance and prepare detailed reports in Excel.

#### 4. E-commerce Product Sales, Benchmarking Analysis & Competitor Review

- Facilitate the sale of e-commerce products to online customers.
- Conduct benchmarking analysis for e-commerce performance and update reports in Excel.
- Analyze Google reviews & ratings of competitors, prepare a comparative report.

## SPECIALITIES

1. Sales Project Mgmt.
2. Sales Support and Operation
3. Vendor Management
4. Tender/RFQ Mgmt.
5. Bid Submission
6. Proposal Mgmt.
7. Contract Financial Mgmt.
8. Marketing Comm
9. Content Writing
10. E-commerce Strategy
11. Call Centre Quality Monitoring
12. Customer Service Excellence Customer Feedback Handling
13. Root Cause Analysis & Issues Resolutions

## LANGUAGES

English, Hindi, Nepali  
Bengali & French (basic)

## INTERESTS

Traveling, Adventure  
Activity, Hiking, Singing  
Writing Short Stories

## NATIONALITY - INDIAN

## CURRENT ADDRESS

Dubai  
United Arab Emirates

## CHAUDHARY GROUP, Nepal

[www.chaudharygroup.com](http://www.chaudharygroup.com)

Asst. Manager - HR/Recruitment (Jul 17, 2010 - Dec. 30, 2011)

Senior Executive - HR/Recruitment (Dec 16, 2008 - Jul 16, 2010)

### key responsibilities:

- Develop recruitment strategies, prepare job descriptions, and post vacancy announcements.
- Screen profiles, shortlist candidates, and conduct telephone interviews.
- Present top candidates in panel interviews with BUH/HODs until final selection.
- Negotiate salaries and ensure completion of offer letters by HR operations.
- Conduct induction/HR orientation for new employees.
- Organize group discussions for management trainees and participate in selection programs with HODs.
- Handle international recruitment and selection processes.
- Arrange travel and logistics for expatriates.
- Assist BUHs/HODs in conducting performance appraisals.

## CG Foods India (CHAUDHARY GROUP)

<https://www.waiwai.in>

Senior Executive - HR/Admin. (Aug1, 2007 - Dec 15, 2008)

### key responsibilities:

- Implement HR policies and procedures; manage HR/Admin tasks & recruitment
- Maintain employee attendance, files, prepare payroll, maintain databases.
- Assist HODs/BUHs with performance appraisals.
- Handle full and final settlements and conduct exit interviews.
- Liaise with EPF office, labor contractors, and auditors.

## EDUCATION

IGNOU University, Kolkatta, West Bengal, India

2013 : Diploma in Creative Writing 2013 (NC)

IGNOU University, Siliguri, West Bengal, India

2006 : BA (NC)

National Open School, Delhi Board, India

2002 : Sr. Secondary Education (CBSE)

2001 : Sr. Secondary Education (CBSE)

## TRAINING & CERTIFICATION

Diploma In Web Publishing Course - Zed Career Academy

French Language Course - Alliance Franchise

## PRODUCTS & PROFESSIONAL DEVELOPMENT TRAININGS

Samsung Gulf (16 Aug. 23)	-	B2B Solution Expert Training
Eros Group (29 Nov. 2021)	-	TCL Mini LED Product Training
Eros Group (20 July 2020)	-	TCL Television Product Training
Eros Group (20 Feb. 2020)	-	MS Excel Training
Eros Group (03 July 2019)	-	Customer Service Training
Eros Group (11 Mar. 2019)	-	Hitachi AC Product Training
Eros Group (11 Feb. 2019)	-	Hitachi Fridge Product Training
Chaudhary Group (27 Aug. 2010)	-	HR Training

## AWARDS & ACHIEVEMENT

Best Employee Awards (16 July 2019)	-	Positive Attitude & Integrity
Best Employee Awards (16 July 2018)	-	Positive Attitude & Integrity
Best Employee Awards (16 July 2017)	-	Excellence In Customer Services
Best Speaker Awards (26 Sep 2017)	-	Eros Toastmasters Club
Best Speaker Awards (09 May 2017)	-	Eros Toastmasters Club